



# *CAS Project Plan at SRS*

**Joe Papalski**

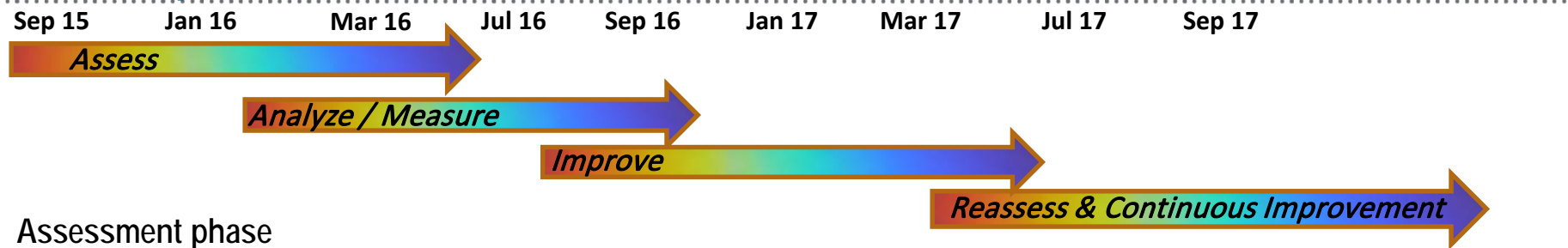
SRNS Contractor Assurance, Technical Advisor

*EFCOG Fall Presentation*

*November 9, 2017*

*SRNS-RP-2017- 00704*

# CAS Improvements Timeline



## Assessment phase

- Operational Pause activities & IEB Operational Improvement plan actions
- Longenecker & Associates Review – May 5, 2016
- Metrics Rapid Improvement Event (RIE) – June 30, 2016
- Corrective Actions RIE – July 29, 2016
- CAS System Description Document (SDD) issued to DOE-SR – July 29, 2016

## Analysis / Measurement phase

- Follow-up Longenecker & Associates Review – September 22, 2016
- CAS SDD Implementation Plan issued to DOE-SR – September 27, 2016
- Board of Directors (CAS Subcommittee) review – September 29, 2016
- Energy Facility Contractors Group (EFCOG) participation – December 2016

## Improvement phase

- **CAS Project Plan issued – October 12, 2016**
- CAS benchmarking plan issued – November 16, 2016
- CAS System Description Document received DOE-SR approval (with comments) – December 22, 2016
- Conduct joint DOE-SR / SRNS partnering sessions – May / June 2017

## Feedback & Continuous Improvement phase

- Conduct CAS benchmarking
- Conduct Effectiveness Reviews and focused assessments

# FY17 CAS Project Plan

Donald Moody,  
CAS Project  
Manager

QA / CONTRACTOR  
ASSURANCE  
PROJECT PLAN

BRNS-PP-2016-00409  
REV 30  
03/30/2017

PROJECT END  
DATES  
Critical Items NLT  
9/30/16  
Overall Project  
3/31/17

1. METRICS	2. METRICS RISK ACTIONS PHASE I	3. METRICS RISK ACTIONS PHASE II	4. CAS ANALYSES	5. RIE ON CA	6. SDD & IMPLEMENTATION	7. BENCHMARKING	8. PROCEDURES	9. LONGEVITY (LG) RECOMMENDATIONS (May 2016)	10. Longevity (LG) & ASSOCIATES REVIEW Supplements (September 2016)	11. BOD RECOMMENDATIONS	12. OTHER PLANNED ACTIONS
4/8/2016 - 1/1/2017 Mark Kukulovich	2.1.1 PHASE I NEAR TERM ACTIONS	3.1 Standard Metrics program implemented	4.1 Analysis each month by the FAPM Robert Martin	5.1 Develop Action Plan (6/8)	6.1 Longenecker Assessment / Tom Cowan, Jr.	7.1 Develop Action Plan (under review) Tom Cowan, Jr.	8.1 Develop and issue new procedure on analysis of checklist 22Q (CAS-1) Doug Edwards	9.1 Assign tasks Tom Cowan, Jr.	10.1 Additional data supporting the selection of the top SRNS issues is needed as evidence by 8/29/16 SHRB Darlene Murchio	11.1 Brief the BOD every quarter on the Dashboard and our top 3-4 issues and actions. Darlene Murchio	12.1 Issue Operational Plan with appropriate justifications A-2016 - 6/20/16 Roger Emerson
1.1.1 Final format - Provide to Sr. Management for approval	2.1.1.1 Recommend additional Safety Management Program (SRNS) CAS metrics based on RIE	3.1.1 Train Metric POCs and Owners on Procedures / Expectations	4.1.1 "PAL" (7/29 /16) Robert Martin	5.1.1.1 New Metrics	6.1.1 Daily agenda for the assessment Tom Cowan, Jr.	7.1.1.1 Develop and incorporate additional action items into the benchmarking plan Tom Cowan, Jr.	8.1.1 Margot to assign procedure writer Doug Edwards	9.1.1 Consider use of non-DOE sources for Operating Experience Program Rod Huth	10.1.1 Consider use of non-DOE sources for Operating Experience Program Rod Huth	11.1.1 Review the Dashboard for potential gaps in the SRNS developed Darlene Murchio	12.1.1 CA Commitments OE Bulletin (3) should not be late or extended A-2016 - 6/20/16 Roger Emerson
1.2 RIE Completed on 6/30/16	2.1.1.2 Additional SRN Metrics	3.1.1.1 Develop and approve training Mark Kukulovich	4.1.2 Indices (6/14/15) Trish Johnson	5.1.1.1.1 Define metrics 6/28/2016 - 7/28/2016	6.1.1.1 Send DOE sections for development (5/17) (due 6/10) Kannetta, David	7.1.1.1.1 Prioritize and define methodology for benchmarking activities 6/10/2016 - 6/30/16	8.1.2 Procedure to standardize metrics based on RIE M-1-22Q 7/5/2016 - 11/10/2016 Doug Edwards	9.2 Develop corrective actions and improvements (2016-CES 006495) Tom Cowan, Jr.	10.2 Develop procedure to standardize metrics based on RIE M-1-22Q 7/5/2016 - 11/10/2016 Doug Edwards	11.2 Floor has a (BRHS) risk and compliance framework that may be useful to pull in business and financial assurance. (Item closed per Howell information) Donald Moody	12.1.1.1 DOE 12.1.1.2 ORPS 12.1.1.3 PAPA 12.1.1.4 IEB 12.1.1.5 CONSENT ORDER REGULATORY ETC.
1.2.1 Define process to identify and maintain appropriate metrics to determine the health of the company	2.1.1.3 Finance / Business Performance	3.1.1.2 Implement Metric Training (11/8/2016 - 1/3/2017) Mark Kukulovich	4.2 CAS Roll Up (Quarterly) Trish Johnson	5.1.1.1.2 Add to Score Card 6/28/2016 - 7/28/2016	6.1.2 Insert diagram and notes and develop (6/10) Kannetta, David	7.1.1.2 BOEs, Assigning to define and develop (11/10/16 - 3/30/17) Tom Cowan, Jr.	8.3 FAPM Analysis Checklist 8/16/2016 - 9/16/2016 Rosa Anderson	9.3 Adapt learning from commercial nuclear 8/16/2016 - 9/16/2016 Rosa Anderson	9.4 Develop PI to measure age of outstanding STAR issues and actions (Site and Facility level) 11/11/2016 - 12/30/2016 Robert Martin	11.4 Develop information for the SRNS workforce to explain CAS and how it fits in with Safety Culture, SCWE, 16496, VPR, etc. (Communication Plan) Tom Cowan, Jr.	12.1.2 Request Review Board review adequacy of any open forecast - 1 year Tom Cowan, Jr.
1.2.2 RIE on improving metrics / scorecard for the Office of President completed along with informal audit of President's Management and Ops of SRNS Technical Services	2.1.1.4 Training and Qualifications	3.1.1.3 Briefing for Senior Management on CAS Metrics and Responsibilities Mark Kukulovich	4.2.1 Data Sets Trish Johnson	5.1.2 Improve DOE / SRNS interface with STAR 6/28/2016 - 7/28/2016	6.1.6 Metrics Plan SDD as an interface (6/10) Stephen Fry	7.1.1.3 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Robert Martin	9.5 Evaluate normalizing some PIs to reflect more accurate correlation of data (LO 9/16 further discussion suggested on normalization) 11/11/2016 - 3/31/2017 Tom Cowan, Jr.	9.6 Consider normalizing some PIs to reflect more accurate correlation of data (LO 9/16 further discussion suggested on normalization) 11/11/2016 - 3/31/2017 Tom Cowan, Jr.	11.5 Use of proactive independent (outside parent supplied) ConOps Auditors to measure and improve the health of the ConOps culture. Darlene Murchio	
1.2.3.1 Formal outline rescheduled for July 27th	2.1.1.5 Emergency Management Preparedness	3.1.1.4 Self Assessments (STAR) Functional Areas (Top Issues, details) Trish Johnson	4.2.1.2 IEB with prioritization / matrix Darlene Barnes	5.1.2.1 Provide interface Rate / touch points to DOE 6/28/2016 - 7/1/2016	6.1.8 DOE Review (6/24) 6.1.8.1 Re-evaluate Review meeting Scheduled 7/12 (SDD) comments back by 11/20 Dave Eyler, CA	7.1.1.4 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.1 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.7 Evaluate procedural requirements of related to executing implementation plan 7/19/2016 - 9/30/2016	9.8 SRNS 45488 Jill Aggan	12.2.1.1 Meet with FAPM's to discuss expectations 11/10/2016 - 10/1/2017 Robert Martin	
1.3 PH needed (M)	2.1.1.6 Waste Management	3.1.1.5 Backwards look, OPS Feature by FAPM / Owners 6/28/2016 - 7/1/2016	4.2.1.3 "PAL" with FAPM trends / justifications Robert Martin	5.1.2.1.1 Provide interface Rate / touch points to DOE 6/28/2016 - 7/1/2016	6.1.8.1.1 Review and publish SDD 9/29/16 7/19/2016 - 8/1/2016	7.1.1.5 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.2 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.9 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.10 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.2 Pain forward to be developed 12.2.1.3 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.1.7 Work with FAPM Owners to develop metrics to determine health of program	3.1.1.6 Backwards look, OPS Feature by FAPM / Owners 6/28/2016 - 7/1/2016	4.2.1.4 Self Assessments (STAR) Functional Areas (Top Issues, details) Trish Johnson	5.1.2.1.2 DOE review, comment / develop 6/28/2016 - 7/1/2016	6.1.8.1.2 GSP analysis 7/19/2016 - 8/1/2016	7.1.1.6 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.3 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.11 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.12 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.4 Pain forward to be developed 12.2.1.5 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.1.8 Incorporate additional metrics into SRNS Dashboard	3.1.1.7 DOE Letters (7/3) Rosa Anderson	4.2.1.5 Six CAS Indices vote analysis Mark Kukulovich	5.1.2.1.3 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.3 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.7 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.4 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.13 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.14 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.6 Pain forward to be developed 12.2.1.7 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.2 Develop procedure to standardize metrics based on RIE MN-1-22Q	3.1.1.8 DOE Letters (7/3) Rosa Anderson	4.2.1.6 SRNS ops and Lessons Learned (7/1) Rod Huth	5.1.2.1.4 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.4 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.8 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.5 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.15 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.16 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.8 Pain forward to be developed 12.2.1.9 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.3 Identify SRNS central actions to manage SRNS metrics	3.1.1.9 DOE Letters (7/3) Rosa Anderson	4.2.1.7 DOE Letters (7/3) Rosa Anderson	5.1.2.1.5 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.5 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.9 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.6 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.17 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.18 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.10 Pain forward to be developed 12.2.1.11 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.4 Create / evaluate SRNS Charter to incorporate the metrics (2 functional areas: Maintenance & Financial / Business)	3.1.1.10 DOE Letters (7/3) Rosa Anderson	4.2.1.8 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.6 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.6 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.10 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.7 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.19 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.19 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.12 Pain forward to be developed 12.2.1.13 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.5 Pilot the identification / selection of corporate metrics (2 functional areas: Maintenance & Financial / Business)	3.1.1.11 DOE Letters (7/3) Rosa Anderson	4.2.1.9 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.7 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.7 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.11 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.8 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.20 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.20 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.14 Pain forward to be developed 12.2.1.15 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.5.1 OSR FORM requiring VP Approval (95% complete)	3.1.1.12 DOE Letters (7/3) Rosa Anderson	4.2.1.10 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.8 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.8 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.12 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.9 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.21 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.21 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.16 Pain forward to be developed 12.2.1.17 Revise training 8/20/2016 - 10/1/2017 William Hall	
	2.1.6 Establish metric worksheet criteria for Senior Management metric selection	3.1.1.13 DOE Letters (7/3) Rosa Anderson	4.2.1.11 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.9 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.9 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.13 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.10 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.22 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.22 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.18 Pain forward to be developed 12.2.1.19 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.14 DOE Letters (7/3) Rosa Anderson	4.2.1.12 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.10 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.10 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.14 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.11 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.23 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.23 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.20 Pain forward to be developed 12.2.1.21 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.15 DOE Letters (7/3) Rosa Anderson	4.2.1.13 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.11 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.11 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.15 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.12 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.24 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.24 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.22 Pain forward to be developed 12.2.1.23 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.16 DOE Letters (7/3) Rosa Anderson	4.2.1.14 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.12 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.12 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.16 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.13 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.25 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.25 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.24 Pain forward to be developed 12.2.1.25 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.17 DOE Letters (7/3) Rosa Anderson	4.2.1.15 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.13 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.13 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.17 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.14 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.26 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.26 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.26 Pain forward to be developed 12.2.1.27 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.18 DOE Letters (7/3) Rosa Anderson	4.2.1.16 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.14 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.14 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.18 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.15 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.27 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.27 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.28 Pain forward to be developed 12.2.1.29 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.19 DOE Letters (7/3) Rosa Anderson	4.2.1.17 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.15 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.15 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.19 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.16 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.28 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/12/2016 - 3/31/2017 Tom Cowan, Jr.	9.28 Backwards look, OPS Feature by FAPM / Owners 8/15/2016 - 9/30/2016 Rosa Anderson	12.2.1.30 Pain forward to be developed 12.2.1.31 Revise training 8/20/2016 - 10/1/2017 William Hall	
		3.1.1.20 DOE Letters (7/3) Rosa Anderson	4.2.1.18 Complex and DNRSE Issues (7/1) Tom Mark	5.1.2.1.16 Contractor reply with 45 days or as requested in the letter 6/28/2016 - 7/1/2016	6.1.8.1.16 Build / develop implementation plan 7/19/2016 - 8/1/2016	7.1.1.20 First management review (6/10, due 6/24) Tom Cowan, Jr.	8.3.1.17 DOE Form 28-200 to be received 11/11/2016 - 12/30/2016 Mark Kukulovich	9.29 Improve the issues roll-up process by formally involving (See Longenecker Report) 10/			



# Performance Metrics

- Performance Metrics program provides a comprehensive and detailed picture of performance
  - Metrics Improvement plan developed as part of a Rapid Improvement Event (RIE)
  - Manual 22Q, MM-1 procedure adds rigor
    - Central Metrics Authority identified and assigned
    - Metrics training developed and performed for responsible management
    - Standardized Functional Area Program Manager (FAPM) checklist for monthly metrics reviews
    - Normalization and risk built into Performance measures, where appropriate
  - Developed comprehensive CAS Dashboard
    - Expanded to facility & program level "daughter" metrics
    - Operational Excellence Dashboard developed
    - Summarized in monthly Metrics reports
    - Metrics are integral to Review Board facility and program evaluations
- Continued metrics improvements planned
  - Ensure metrics adequately measure SMP performance
  - Use of Process Capability Index ( $C_{pk}$ ) for setting goals

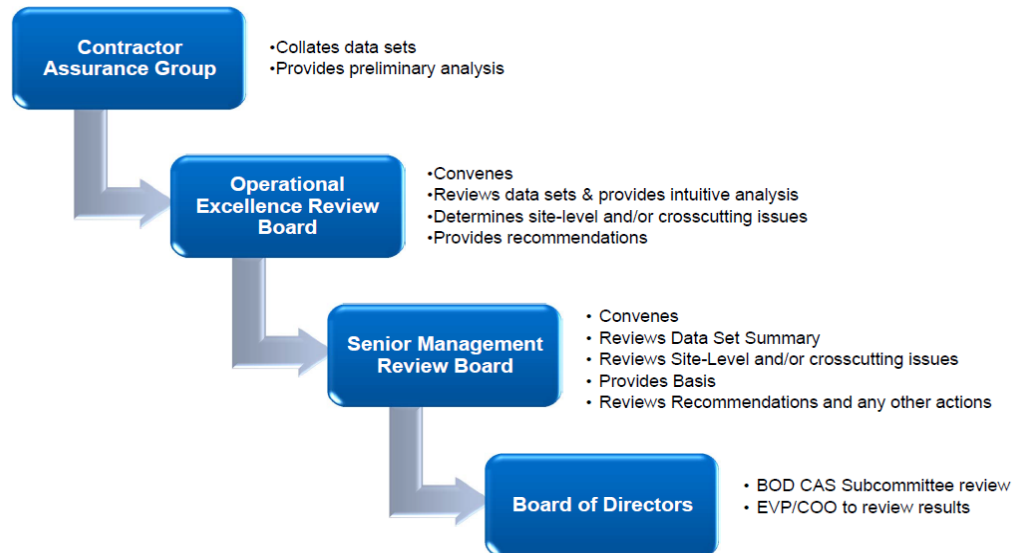
SRNS Contractor Assurance Dashboard						
Topic	Metric	FY-17				FAPM Analysis Aug-17
		Jun 17	Jul 17	Aug 17	Sep 17	
Operations	Operations Index					
	SRNS Proactive vs. Reactive					
	Self Assessments With Actions & OFIs					
	Electrical Severity Index					
	SRNS ORPs Performance					
Quality Assurance	SRNS TSR Violations					
	NCRs Open Greater than 180 Days					
	Self Assessment Timeliness					
	Self Assessment Quality					
	Corrective Action Timeliness					
OSH	Corrective Action Quality					
	Corrective Action Extensions					
	MFO Performance by SRNS					
	Unsatisfactory DOE Corrective Action Reviews					
	Dart Rate					
Security	TRC Rate					
	SBS Observation Rate					
	SBS Observation Quality					
	Health & Safety Employee Concern					
	High Risk Rate					
Radiological	Medium Risk Rate					
	Low Risk Rate					
	Dose Performance Index					
	Radon Severity Index					
	ORPS Reporting Criteria 9 - 1					
Env. Comp.	Regulatory Commitment Timeliness					
	Corrective Maintenance Backlog					
	Percent of PM Deferrals					
	PM Delinquent					
	Total Hours of Open Work					
Fire Protection	Mangover Utilization					
	Fire System Impairments					
	Number of SRNS Fire Impairments Open Greater than 180 Days					
	Commitment Tracking Sys Functional Area 12 Sig Cat 3					
	Regd Staffing for FP Engineering					
Training & Qualifications	FA 04 Self Assessments With Findings & OFIs					
	Frequency of MFOs					
	30-90 Day Report for Watchbill Quits					
	Training Attendance / No Shows					
	Exam Failure Rate					
Waste Mgmt	FA24 CTS Sig Cat 1 & 2					
	FA24 Independent / External Assessments					
	FA24 Self Assessments and MFOs					
	FA 24 CTS Sig Cat 3 Findings					
	Number of Self Assessments Completed (FA15)					
Criticality Safety	Continuing Training - Internal					
	Professional Development					
	FA 06 Corrective Actions On Time					
	ERO Quits - Site					
	Pager Test Response					
Procedures	IPC Management					
	Procedures in Review and Approval					
	SRNS Headcount					
	Funds Management					
	Cost Performance Index (CPI)					
Financial/Business Performance	Schedule Performance Index (SPI)					
	Property 100% Receipt to tag within 15 days					
	Central Warehouse Operations Cycle Time from Receipt to Delivery					
	Chemical Work Request Cycle Time					

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# Trending / Performance Analysis

- SRNS is utilizing a “Best in Class” process in the development and use of a company level Quarterly Performance Analysis Report
  - New CAS Quarterly Performance Analysis Report instituted by 22Q, CAS-1 procedure
  - Senior Management Review Board provides company oversight
  - Improved facility Review Board process
    - *Ensure corrective actions are appropriate*
    - *Issues are classified appropriately and*
    - *Corrective action closures are thorough and performed in a timely manner*

Quarterly Analysis Data sets	
Previous Quarter Cross Cutting Concerns	Contractor Assurance Metrics Dashboard
IEB Cross Cutting Issues	DOE Letters
Functional Area Program Manager Input (Charts and Analyses)	ORPS & Lessons Learned
Facility Input (Charts and Analyses)	ORPS (SRNS vs. Complex)
SRNS Self-Assessments	DOE Complex / DNFSB Issues
Third Party Reviews	Management Field Observations



# Causal Analysis & Corrective Actions

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- **Causal Analysis and Corrective Actions program improvements**
  - Corrective Actions Improvement plan developed as part of a Rapid Improvement Event (RIE)
  - Manual 22Q, CAP-1 issued
    - *Adds risk review for ranking of Significance Category 1,2 and 3 issues*
    - *Clarifies responsibilities of Responsible Managers, Responsible Action Managers and Assigned Persons*
    - *Strengthened requirements for extending Corrective Actions*
  - Causal Analysis training revised, testing requirement included
  - Four Operational Excellence Bulletins issued to improve Corrective Action timeliness and quality
  - Operational Excellence Review Board (OERB) overseeing SRNS Corrective action timeliness, quality and extensions
  - Causal Analysis “Rapid Improvement Event” reviewed and upgraded the process
  - Longenecker & Associates Effectiveness Review
- **Causal Analysis / Significance Category actions planned**
  - Implement “Rapid Improvement Event” recommendations

# Requirements Flow-down / Assessment Program / Lessons Learned

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- **Requirements Flow Down process improvements**
  - “CAS Manual” consolidates and strengthens CAS program documents
  - Functional Area Program Manager Forum (FAMF) established
  - CAS System Description Document (SDD) developed and approved
  - CAS SDD Implementation Plan developed and approved
    - *“Risk based” Facility & program Self-Assessment schedules*
- **Assessment Program**
  - Increased Parent Company assessments
  - Board of Directors CAS Subcommittee – report out quarterly
  - Independent Evaluation Board (IEB) involvement in facility CAS evaluations
  - External Assessment to evaluate historical incidents
- **Lessons Learned Program**
  - Benchmark other sites and commercial entities – verify health of the program

## FY17 CAS Project Plan Summary

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- The FY17 CAS Project Plan arose from the need to consolidate initiatives into single, integrated plan
- It consisted of 153 specific activities to improve various elements of CAS with a focus on:
  - Metrics
  - Trending/ Performance Analysis
  - Causal Analysis and Corrective Actions Program
  - Assessment rigor and being self-critical
- The result was a comprehensive, defined set of improvements to SRNS Contractor Assurance



# Questions??

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